

HOUSING RESOURCES, INC. JOB DESCRIPTION

JOB TITLE: Team Leader

DEPARTMENT: Housing Department

REPORTS TO: Program Director

DATE: August 3, 2016 (new)

STATUS: Non-Exempt

DIRECT REPORTS: Housing Specialists

BASIC PURPOSE:

The Team Leader is responsible for coordinating, implementing and expediting program services to assist Housing Specialists in assessing, prioritizing, matching, housing, and supporting households in accessing and maintaining permanent housing. Goals and outcomes will be focused on rapid re-housing from emergency shelter, decreasing length of shelter stays, promoting housing stabilization and supporting the needs of the families in the permanent supportive housing program.

The Team Leader will promote assessments, strategies and action plans consistent with:

- A Coordinated Access Model
- Continuous Quality Improvement best practice
- A “Housing First” philosophy
- Strength-based case management practices
- Rapid Re-housing best practice
- Permanent Supportive Housing principles

These functions are to be accomplished within the framework of established policies and procedures, under the overall direction of the Program Director

PRINCIPAL ACCOUNTABILITIES:

- 1) Maintain an active knowledge of all HRI programs, including eligibility requirements and services available including existing and emerging programs.
- 2) Coordinate housing activities and supervise assigned staff.

- 3) Develop landlord relationships ensuring a high level of landlord satisfaction.
- 4) Assist in providing coordinated access services including individual/family assessments to determine appropriate housing placement and support service needs.
- 5) Maintain an active understanding of housing information including Fair Housing, Occupancy Standards and Housing Quality Inspection standards. Additionally, maintain updated referral information related to community resources available to the general public.
- 6) Demonstrate a high level of cultural competency by understanding the backgrounds and context for client decision making and communication.
- 7) Maintain and oversee appropriate ServicePoint documentation and records, assist with data collection and program auditing as necessary for reporting and program development.
- 8) In the event of staff absences (i.e., paid time off, medical leaves of absence), will perform additional responsibilities as necessary to meet department and/or Agency outcomes and objectives. Execute cross-training/back-up processes to meet on-going direct client services to accomplish the Agency's mission to support housing needs.
- 9) Attend HRI meetings related to agency services and/or staff training.
- 10) Other duties as assigned by the Program Director.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

Bachelor's degree or equivalent related professional work experience preferred. Experience in human services and knowledge of community resources. Proven coordination skills.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the community need, operation, and solutions of rapid re-housing, permanent supportive housing, and other approaches.
- Knowledge of federal, state and local homeless programs.
- Ability to implement innovative best practice approaches to homelessness using data driven solutions.
- Willingness to develop as a coach and supervise a diverse staff.
- Meticulous attention to detail required.
- Proficient computer skills are also required.
- Demonstrated management of customer satisfaction.
- High task orientation and ability to work with and through other people as part of a team while also performing responsibilities independently.
- Demonstrated knowledge of community resources.
- Maintain an energetic approach and have a strong work ethic

- Ability to work effectively with diverse populations
- Must maintain confidentiality.
- Ability to maintain a compassionate and professional manner.
- Professional work and punctuality habits are necessary to accomplish organizational goals.
- Maintain a valid driver's license.

EQUIPMENT USED:

General office equipment, network-based computer, calculator

TO APPLY:

Submit Cover Letter and Resume to Jacob Beach by e-mail at jbeach@housingresourcesinc.org
or by mail:

Housing Resources Inc.
ATTN: Jacob Beach
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